Building Office of GME and Program Relationships

Amy C. Day Rossa, MBA
Director of GME
School of Medicine

Sue Sheehan
Division Manager for Education
Department of Medicine

UCSF Graduate Medical Education

- UCSF School of Medicine, Sponsoring Institution
- 19 clinical departments
- ~135 program administrators
  - Each program ranges from 0.15FTE to 7FTE
- 3 major participating sites plus over 60 more

1,557 Trainees

947 Residents
305 ACGME/ABMS Fellows
305 Non-ACGME Fellows

189 Programs

26 Residencies
63 ACGME/ABMS Fellowships
99 Non-ACGME Fellowships

* 6 new ACGME programs (7/1/19)

UCSF

UCSF Department of Medicine

- Internal Medicine largest residency program
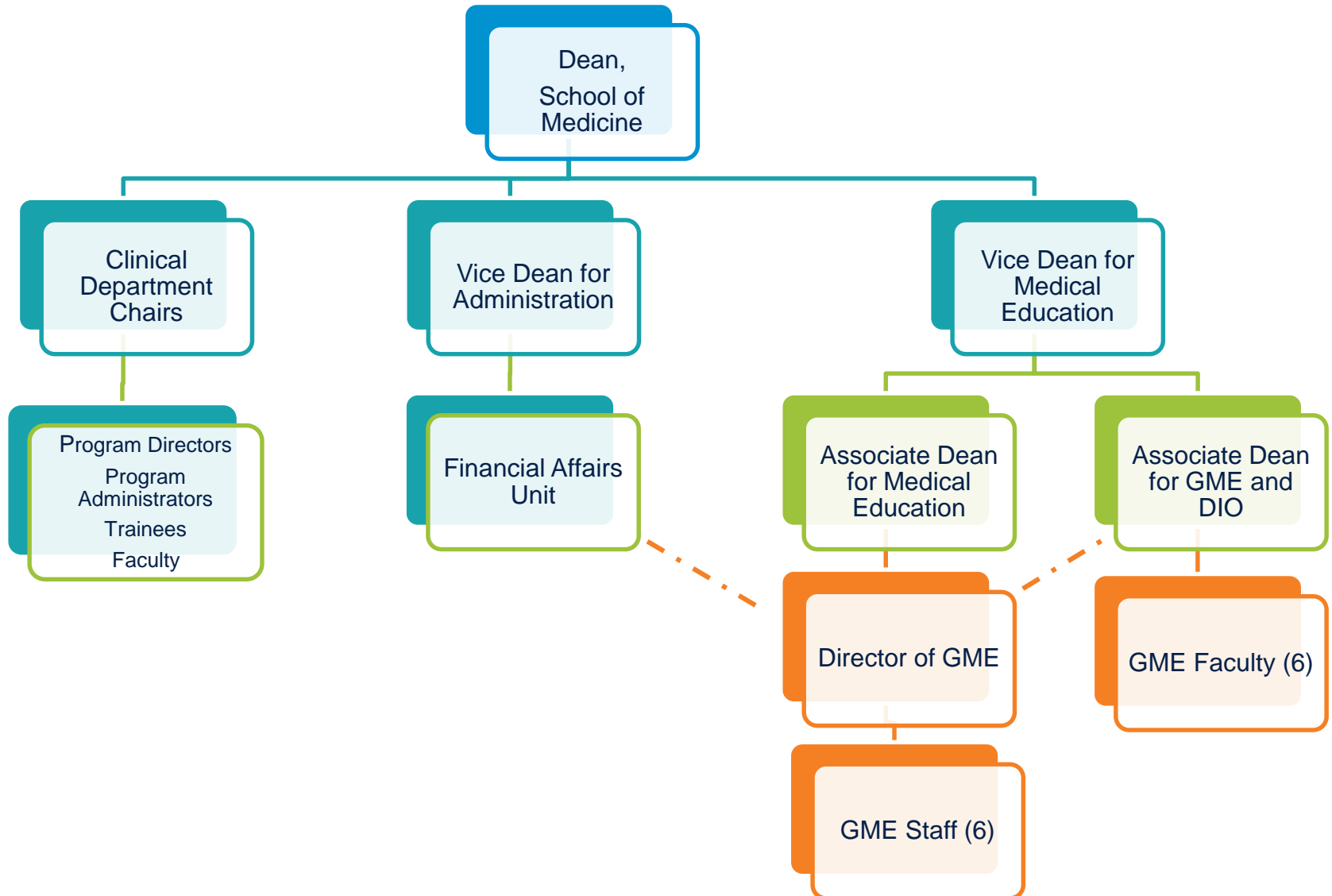- 19 ACGME Fellowships
- 14 Non-ACGME Fellowships

Trainees
181 Residents
138 ACGME Fellows
105 Non-ACGME Fellows

UCSF Graduate Medical Education Community

Dean, School of Medicine

Clinical Department Chairs

Program Directors
Program Administrators
Trainees
Faculty

Vice Dean for Administration

Financial Affairs Unit

Vice Dean for Medical Education

Associate Dean for Medical Education

Associate Dean for GME and DIO

Director of GME

GME Faculty (6)

GME Staff (6)

UCSF

How does the Office of GME approach work with programs?

- Provide highest-quality customer service
- Build strong relationships (in community and broader)
- Give and take
- Promote partnership and collaboration
- Promote networking among program administrators
- Advocate on behalf of GME community
- Teach don't just share information
- Trainees come first
- Program administrator professional development is our responsibility

UCSF

Common Program Requirements, II.C.

Background and Intent: Each program requires a lead administrative person, frequently referred to as a program coordinator, administrator, or as titled by the institution. This person will frequently manage the day-to-day operations of the program and serve as an important liaison with learners, faculty and other staff members, and the ACGME. Individuals serving in this role are recognized as program coordinators by the ACGME.

The program coordinator is a member of the leadership team and is critical to the success of the program. As such, the program coordinator must possess skills in leadership and personnel management. Program coordinators are expected to develop unique knowledge of the ACGME and Program Requirements, policies, and procedures. Program coordinators assist the program director in accreditation efforts, educational programming, and support of residents.

Programs, in partnership with their Sponsoring Institutions, should encourage the professional development of their program coordinators and avail them of opportunities for both professional and personal growth. Programs with fewer residents may not require a full-time coordinator; one coordinator may support more than one program.

UCSF

# OGME Advocacy on Behalf of Program Administrators

- Always consider workload

- Is the request reasonable?

- Is it efficient?

- Is it within the scope of the program administrator responsibility?

- Is there any other way for the work to get done?

UCSF

GME Advisory Group

- Co-chaired by Associate Dean for Medical Education and Director of GME

- Select, experienced program administrators

- 90-minute meetings, every other month

- Everyone contributes to agenda

- Advisory to OGME on everything

Monthly Meetings
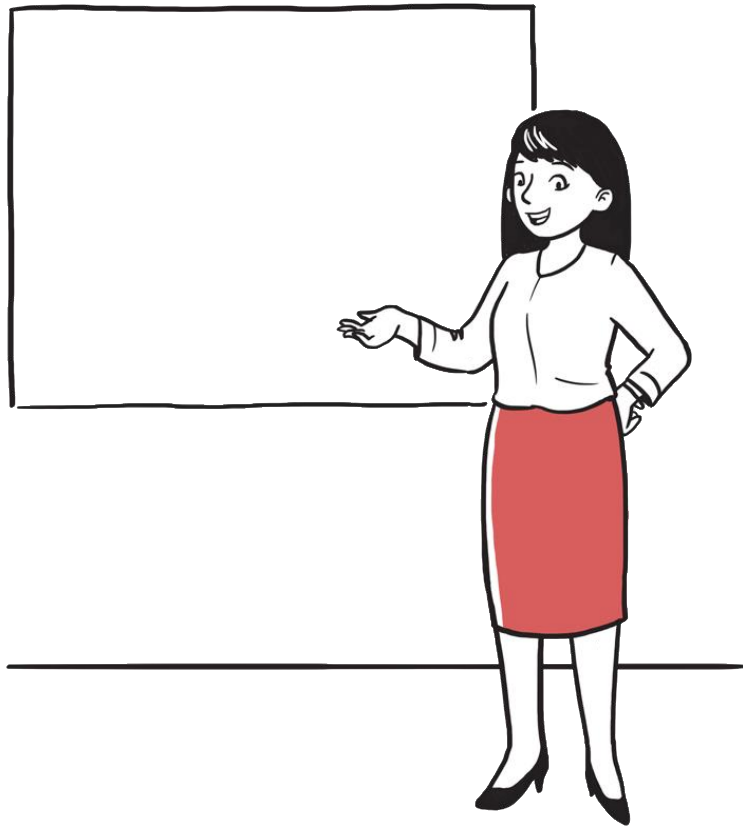
- One hour
- Topics are usually 15-minutes each
- Variety of speakers
- Program administrators present best practices
- Video conference to one room
- All OGME staff attend

Workshops

- **In-depth teaching/learning about one topic**
  - Appointments and Credentialing
  - Away Rotations
  - Data Collection and Analysis
  - Accreditation 101
- **Two-hours, offered twice**
  - No more than one-hour of teaching
  - Activities
    - Case-based scenarios
    - Pub Trivia
    - Pair share
    - Practice

UCSF

Committee Membership

- Graduate Medical Education Committee (GMEC)

- GME Curriculum Committee (GMECC)

- Resident and Fellow Affairs Committee (RFA)

- Well-Being Committee (WellCom)

- Diversity Committee

Miscellaneous

- Program administrator involvement in all program director opportunities

- Continuous system improvement

- Program Administrator Listserv

UCSF

Department of Medicine Resources

- **Program administrator training**
  - Funding and resource allocation
  - Medicare reimbursement
  - Evaluation form creation
  - ACGME/ABIM rules and reporting requirements
- **Human Resource assistance**
- **Program administrator Wiki**
- **Coordinator quarterly meetings and social**
- **Fellowship Ombuds person**

UCSF

Fun Stuff

- Happy hours hosted by the Office of GME
- Super Star Awards
- Themed meetings (Halloween)
- Coming soon
  - GME library
  - Book club
  - Mentor program
  - Buddy program